

EDUCATION ACHIEVEMENT AUTHORITY OF MICHIGAN SCHOOLS
3022 West Grand Blvd., Suite 14-652
Detroit, MI 48202

REQUEST FOR PROPOSAL (RFP)
WIDE AREA NETWORK (WAN) CONNECTIVITY,
INTERNET ACCESS & VOICE OVER INTERNET PROTOCOL (VOIP) SERVICES
Education Achievement Authority of Michigan (EAAM)
REVISED

Education Achievement Authority of Michigan Goals of Bid:

The primary goal of this RFP is to secure the most reliable, efficient, and cost effective WAN, Internet access, and VOIP service for students, teachers, and staff in Education Achievement Authority of Michigan and remain in compliance with all rules, regulations, filing and application procedures and deadlines of the Universal Service Administrative Company, Schools and Libraries Division. Cost will be the primary factor but not the only factor in the selection of the vendor.

Education Achievement Authority of Michigan is accepting bids for Fiber Wide Area Network (WAN) to connect all school sites. Actual Schools to be determined at the Education Achievement Authority's board meeting scheduled March 13, 2012.

IMPORTANT NOTE:

EAA OF MICHIGAN will assume operations of 15 preK-12 schools with an expected enrollment of 12000 in 2012, 30 schools in 2013, and 40 schools in 2014. Actual schools for 2012 will be announced on or about March 13, 2012. Currently, Detroit Public Schools may have existing fiber and other networked connections. As a part of this RFP, EAA OF MICHIGAN is asking vendors to certify all current connections and to provide a full and comprehensive report as to what is currently available, including the integrity of all connections.

Description of Work/Service

EAA OF MICHIGAN envisions this project in three concurrent phases:

Phase One - Replacement or addition of inter site fiber optic cable where determined necessary based on test results: (Results in pending attachment).

1. Provide each site with additional, new upgrade, or new replacement of existing wiring between main site to all individual sites, individual sites to main site, individual site to individual site, local site MDF to MDF and local site MDF to IDF Connections with fiber optic cable capacity of 100 Gigabit Ethernet on its main site. This includes upgrading equipment in each MDF and IDF at and between all of its locations. Number of fiber optic strands may NOT be reduced during replacement.

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2. All conduits for inter site underground fiber paths are on the main administrative office.

Phase Two - Replacement of intra building fiber (MDF to IDF) fiber optic cable where determined necessary based on test results: (Results in pending attachment).

1. Replace existing intra building fiber (MDF) fiber optic cable to meet all distance requirements for Ethernet backbone functional at 100 Gigabit Ethernet. The EAA OF MICHIGAN Central Office has space on the 3rd floor of central office (Cadillac Place, 3022 West Grand Blvd., Suite 3-652, Detroit, MI 48202) that can potentially be used for MDF/data room and fiber necessary switches extended to 14th Floor IDF.

Phase Three – Replacement / Reconfiguration of Network Electronics:

1. Provide, install and/or configure all network electronics and peripheral devices to make Ethernet network backbone functional at 100 Gigabit Ethernet and all desktop downlinks functional at 1 Gigabit Ethernet. Including installation and configuration of VLANs, ACLs, and routing. Including a conceptual Microsoft Vizio drawing that follows with regard to all wiring and all switch placements, with full identification.
2. Equipment shall be Cisco.

These actions will occur under the current terms and conditions of the USAC E-Rate program.

A contract will be awarded for a 36 month period (July 1, 2012 – June 30, 2015) contingent upon approval of E-rate funding on an annual basis, with the school system having the option of two one year extensions (July 1, 2015 – June 30, 2016 and July 1, 2017 – June 30, 2018). Options will be executed at Education Achievement Authority of Michigan's discretion provided pricing remains the same as originally agreed upon, vendor continues to meet all other requirements, the school system continues to be funded through the E-rate program, and when executing the Options does not violate bid laws or E-rate guidelines.

In connection with the execution of this contract, the vendor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, or national origin.

Specifications are not intended to eliminate any reputable manufacturer, brand, or bidder. Reference to manufacturers, brand names, suppliers catalog numbers, etc., is intended to set quality standards and does not exclude bids from others as long as quality standards are met. Pictures, descriptions, and specifications shall accompany all bids.

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Schedule of Events:

The following schedule of events is the required schedule for this project. The schedule may change depending upon the responses to the RFP. A final schedule will be established prior to contracting with the vendor who is selected.

Event	Date
Release RFP to Bidders	February 23, 2012
Deadline for Submission of Questions	March 1, 2012
Mandatory Bidders Conference	March 7, 2012 10AM
Deadline for Proposal Submission	March 9, 2012 9AM
Bid Opening	March 12, 2012, 9AM
Evaluation of Responses	March 12, 2012
Contract Award (ACBOE Meeting)	March 15, 2012
Installation Completed	July 30, 2012

Vendor Qualifications\Responsibilities:

In the best interest of the Education Achievement Authority of Michigan, a minimum set of qualifications is required from each participating vendor. The possession of these qualifications will ensure that Education Achievement Authority of Michigan receives efficient, reliable, and professional service. Preference will be given to vendors with the most experience in WAN/Internet\VOIP operations within a K-12 educational environment. Education Achievement Authority of Michigan reserves the right to reject any and all proposals, and also reserves the right to award the contract in a manner that is in the best interests of Education Achievement Authority of Michigan and the Education Achievement Authority of Michigan. Vendors wishing to submit a response to this RFP must meet, at a minimum, but, not limited to, the following requirements and submit proof of meeting these requirements with bid submissions.

Any bid received that is incomplete, late, or otherwise incorrect, as per the instructions on this RFP, will be excluded from consideration in the bid process.

- Vendor must maintain eligibility to participate as a service provider in the E-Rate program through the term of the contract.
- Vendor must meet USAC requirements for telecommunications provider, or internet service provider, or service provider, as applicable, for the term of the contract.
- Vendor must maintain "Green Light" status with the Federal Communications Commission (FCC) for the term of the contract. If the vendor receives a "Red Light" status with the FCC during the term of the contract, the vendor must notify Education Achievement Authority of Michigan of the situation.

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- Vendor must have a Telecommunications SPIN number for E-rate eligible items.
- All vendors submitting a bid are responsible for understanding USAC and FCC E-Rate eligibility rules and are required to identify any costs, fees, products, or proposed uses that do meet the rules of eligibility for E-Rate funding and should be filed as ineligible fees/charges.
- Vendor must have employed on staff, a minimum of two Microsoft Certified for Windows 2008 Server Professionals and two Cisco Certified Networking Professionals (CCNP).
- Vendor must have at least five years of experience in implementation and support of WAN operations in a K-12 environment.
- Vendor must have at least five years of VOIP experience in a K-12 environment.
- To ensure prompt support response time, vendor must have staffed offices located in the State of Michigan.
- Vendor must be able to provide remote support of the entire system.
- Vendor must be able to provide on-site maintenance using experienced and qualified personnel.
- Vendor must provide a Microsoft Vizio network diagram and description of the network design including transport speeds between each location.
- Vendor must submit at least three local references from K-12 schools or higher education systems who can verify successful completion of similar projects (WAN\Internet\VOIP).
- Vendor must provide a toll free number for technical support at a minimum Monday through Friday, 7:00AM to 5:00PM (preferred 24/7/365 capabilities).
- 99.3% Uptime guaranteed. Near zero failure rate.
- Vendor must provide a Microsoft Project transition\implementation plan clearly defining and describing the activities and timelines necessary to complete implementation of each of the services (WAN, Internet, and VOIP) at all of the EAA of Michigan schools and central office.

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- Vendor must provide a transition\implementation plan clearly defining and describing the activities and timelines necessary to complete implementation of each of the services (WAN, Internet, and VOIP) at all of the requested sites.
- It is understood that, except as otherwise specifically stated in this RFP, the Vendor shall provide and pay for all materials, labor, tools, equipment, transportation, temporary construction of every nature and all other services and facilities of every nature whatsoever, necessary to execute, complete and deliver the work within the specified time. Licenses necessary for the execution of the work shall be secured and paid for by the Vendor.
- The Vendor shall protect all buildings, furniture, equipment, personal items, trees, shrubs, lawns and all landscaping on school property from damage. Any damaged property shall be repaired or replaced at the Vendor's expense. Labor shall include all restoration (leveling, sodding) of grounds broken up during the installation of this network.
- The Vendor and his representatives shall follow all applicable State of Michigan statutes and regulations while on EAA of Michigan's property, including the no smoking, no weapons, and drug free policies. No work shall interfere with school activities or environment unless permission is given by the Principal or person in charge. All Vendor personnel shall be easily identified by the use of identification badges and uniforms or shirts with the Vendor's logo clearly visible.
- The Vendor and his representatives shall notify the EAA of Michigan of any felony conviction. The notice must include a general description of the conduct resulting in the conviction of a felony.
- Vendor must maintain compliance with the specifications of this bid throughout the life of any awarded contract.
- The selected vendor will be responsible for notifying Education Achievement Authority of Michigan of USAC deadlines and assisting with the preparation of appropriate documentation.

Bid Specifications

Internet Access

Provide leased internet access services with range of services. Provide, install and/or configure all network electronics and peripheral devices to make Ethernet network backbone functional at 100 Gigabit Ethernet and all desktop downlinks functional at 1 Gigabit Ethernet. Include installation and configuration of VLANs, ACLs, and routing. Include a conceptual Microsoft Vizio design drawing with regard to all wiring and all switch placements, with full identification, speed, and capability.

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Vendor must provide a centralized access point to the Internet at Education Achievement Authority of Michigan central office (3022 West Grand Blvd., Suite 14-652, Detroit, MI 48202) and then distribute access to education facilities through the WAN. The Vendor shall also provide security/firewall services to protect the school district from the service provider's network and against unauthorized access into the district's network and other Internet threats while allowing the organization and users to access the internet. Education Achievement Authority of Michigan will also require adequate public IP addresses to cover all current sites and future expansion.

Wide Area Network (WAN)

Provide leased fiber optic WAN to connect all schools central office. Bid must include options for full duplex. The Vendor must also provide Layer 3 routing and Quality of Service (QoS) throughout the WAN to ensure highly reliable data, video, and voice operations.

Voice Over Internet Protocol (VoIP)

Provide a converged voice and data IP solution (VOIP services must be integrated within the WAN) providing services to all locations listed in Attachment 1. Bid must include a Cisco platform solution based on AVVID architecture. Proposals for other solutions will be accepted; however, proposals that do not include a Cisco solution must successfully demonstrate how their product(s) compare as equals to the Cisco technology. Voice equipment at each location must be connected to the Public Switched Telephone Network. The WAN\Internet Access provider will be responsible for providing all network components necessary to operate VOIP phones within the school district. In addition to the above requirements, vendor's solution must provide the following capabilities as a minimum:

- Provide all new DIDs telephone numbers for all locations.
- Provider will be responsible for all directory listings via the Internet or public telephone directories.
- System must consist of all necessary equipment to support current phone needs with the ability to grow to 30 schools in 2013 and to 40 schools in 2014 reaching approximately 80 schools for the term of the contract and any extensions.
- System must have a minimum of a 5 digit dialing plan and extension numbers between all EAA of Michigan sites.
- System must be able to handle all handsets that required at each location.

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- Centralized voicemail boxes/services with message forwarding capability, and include option pricing for all offices. Other areas can be excluded such as main lobby, conference rooms, etc.
- Phone system must be designed with unified messaging that is tied with Microsoft Exchange Enterprise 2010.
- All sites must have a minimum of 3 POTS lines that will always be accessible by the phone system for remote survivability of 911 accesses.
- Provide a method of using existing handsets to access on-site paging equipment.
- Provide support for existing analog handsets where available.
- Vendor should provide pricing for PRI Circuits for each site.
- Vendor must provide for Unlimited Long Distance Calling to be included in proposal, which will be provided over the PRI Line.
- Provide transfer capabilities to all other phones.
- Provide call accounting.
- Provide call monitoring.
- Provide caller ID.
- Provide call forwarding features.
- Provide conference call capability.
- Provide call hold capability.
- Create paging groups with Call Park and pick up feature.
- Provide hunt groups for incoming calls at all sites as designed by EAA of Michigan.
- Auto attendant with allowable interface for customer to record greeting and change dialing tree.
- Ability for employee to plug IP phone anywhere on the network and automatically receive calls without administrative intervention.

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- All vendor voice equipment (except handsets) must be protected by Uninterrupted Power Supplies (UPS).
- Intercom capable to any extension, group of extensions, or all extensions.
- System must be configurable to limit dialing options of each phone (i.e., restrict long distance calling on a specific handset or restrict to internal calls only).

Vendor must also provide separate pricing for ineligible VOIP headsets. Leasing price must include 2-Line, 4-Line, and 6-Line handsets.

Availability of Services:

The vendor should be prepared to guarantee the availability of all services (Internet, WAN, and VOIP) at 99% and near zero failure.

The vendor should also be prepared to guarantee the throughput of the network meets the quoted rate, taking into account normal network overhead, 99% of the time. Vendor must propose and Education Achievement Authority of Michigan must agree upon a throughput measurement tool to measure and ensure compliance with this requirement. The vendor will be required to provide a monthly report and ad hoc reports, as needed, to Education Achievement Authority of Michigan to enable them to assess network usage trends. Payment will not be made by the customer for network outage time that exceeds 1% on a per site basis.

System and services must be installed, tested, and fully operational to all specified sites as indicated in Schedule of Events. If the system is not operational by that time, the vendor must provide alternative connectivity to all specified locations at the vendor's cost. Education Achievement Authority of Michigan reserves the right to terminate the Contract and reward services to the next qualified vendor if the system and services are not available at the time and date specified above.

Service activation must be transparent and any down time required to activate the system and services must be approved by Education Achievement Authority of Michigan.

The vendor must provide documentation on the resources they will use to manage, monitor, and repair equipment and infrastructure at all locations.

Education Achievement Authority of Michigan reserves the right to cancel the Contract with the vendor for non-performance at any time during the Contract period. Nonperformance includes, but is not limited to, failure to supply good quality service, failure to provide services for the full term of the Contract, installation performance, poor billing and customer service services, and failure to maintain status as an authorized representative of services.

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Basis of Award:

In accordance with the guidelines of USAC, this Contract will be awarded to the most cost effective provider. Price will be the primary factor, but not the sole factor, in evaluating the bids. As stated in the Vendor Qualifications, other factors of consideration will be prior experience, including past performance; personnel qualifications, including technical excellence; and management capability, including schedule compliance. Award will be made to the responsive and responsible bidder offering a proposal that is deemed the most acceptable and advantageous to Education Achievement Authority of Michigan.

The following table will be used to evaluate all proposals:

Factor	Weight
Price	40%
References	20%
Most Acceptable and Advantageous Bid for EAAM	20%
Flexibility of Services and/or Plan	10%
Personnel Qualifications\Experience	10%
Total	100%

The bid will be awarded as a collective grand total and not item by item.

No consideration will be given to any claims based on a lack of knowledge of existing conditions. For this reason, vendors should send all questions to Rebecca Lee-Gwin, Deputy Chancellor, Business/Fiscal Affairs and Operations of the Education Achievement Authority of Michigan.

Bid Submissions:

Please send all proposals and supporting documentation to:

Bid for Internet Access\WAN and VOIP Service
Bid # 2012-EAA-IT
Attn: Dr. Rebecca Lee-Gwin, Ed.D.
Education Achievement Authority of Michigan
3022 West Grand Blvd – Suite 14-652
Detroit, MI 48202

FAX PROPOSALS WILL NOT BE ACCEPTED.

All bid proposals must be received at the Education Achievement Authority of Michigan as specified in the Schedule of Events.

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At a minimum, the bid package must include:

- One original (paper) and three copies of the entire proposal.
- One copy in digital format (preferably CD).
- Performance bond of at least 5% of the bid amount, up to \$10,000.
- References as specified in this RFP.

Inquiries:

All correspondence and inquiries regarding this RFP should be addressed to:

Dr. Rebecca Lee-Gwin, Ed.D.
Education Achievement Authority of Michigan
3022 West Grand Blvd., Suite 14-652
Detroit, MI 48202
Email: lee-gwinr@michigan.gov

Questions concerning this RFP will be accepted via email as specified in the Schedule of Events. Any changes, additions, modifications to this RFP will be posted to the Education Achievement Authority of Michigan's webpage at www.michigan.gov/eas. Vendors are responsible to check for modifications.

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INTERNET ACCESS & VOICE OVER INTERNET PROTOCOL (VOIP) SERVICES**

BID OPENING DATE: SEE SCHEDULE OF EVENTS

BID RESPONSE FORM

NAME OF FIRM:

ADDRESS OF FIRM:

ERATE SPIN NUMBER

RESPONSIBLE PERSON'S NAME AND AUTHORIZED SIGNATURE

DATE:

 TELEPHONE: (

)

*Signature certifies that the proposed solution and services meet all requirements outlined in the RFP and that the vendor will comply with all specified requirements unless exceptions are noted below.

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CONFLICT OF INTEREST AFFIDAVIT

This affidavit is required by state law and complies with the State of Michigan, Act No. 232 of Public Acts of 2004, Enrolled House Bill No. 5376, Sec. 1267, paragraph 3, and sub-paragraph (d), as listed below:

- 3) The advertisement for bids (and proposals) shall do all of the following: State that the bid shall be accompanied by a sworn and notarized statement disclosing any familial relationship that exists between the owner or any employee of the bidder and any member of the board, intermediate school board, or board of directors or the superintendent of the school district, intermediate superintendent of the intermediate school district, or chief executive of the public school academy. A board, intermediate school board, or board of directors shall not accept a bid that does not include this sworn and notarized disclosure statement.

Check one of the two boxes below.

- ☐ List and describe all existing Conflicts of Interest. *(Attach an additional page if necessary.)*

- ☐ To the best of my knowledge, no conflict of interest exists.

Print name of bidder: _____ Signature: _____

Name of Company: _____ City: _____ State: _____

NOTARY: State of _____ County of _____

Sworn to and subscribed before me, a notary public in and for the above state and county, on this

_____ Day of _____, 20__.

Notary Public _____

My commission expires: _____

Seal

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NON-COLLUSIVE BIDDING CERTIFICATE

- A. By submission of this proposal, the bidder certifies that:
- B. This bid or proposal has been independently arrived at without collusion with another bidder or with any competitor;
- C. This bid or proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of bids, or proposals for this project, to any other bidder, competitor or potential competitor;
- D. No attempt has been or will be made to induce any other person, partnership or corporation to submit or not to submit a proposal;
- E. The person signing this bid or proposal certifies that he/she has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties being applicable to the bidder as well as to the person signing in its behalf.
- F. THE FAILURE TO SIGN THIS CERTIFICATE MAY BE CAUSE FOR YOUR BID TO BE REJECTED.**

Company Name

Authorized Signature

Title

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**Education Achievement Authority of Michigan
School District School and Office Locations**
Proposal should include WAN, IA, & VoIP Services to locations below;

Attachment 1

*****Schools to be announced March 13, 2012**